

FAQ Excellum2

1. Why can't I open the web page of the Personal Control Software?
 - Please verify with your system administrator if the network of your device can communicate with the network where the Excellum2 controllers are connected with.
 - Please verify that the browser in your device is supported. You can find a list of supported browsers on the Datasheet of the Excellum2 software.

2. Why do I get a Parsing Error when I log in?
 - A parsing error can occur when a configuration file has been corrupted (some bits or bytes were lost during the file transfer). So your browser thinks he has received all the files but one is not 100% correct.
You can 'force' your browser to reload all the files when you clear your local storage (cache) and then login again. Please check your browsers help menu to find out how to clear the local storage.

3. Can I download an app to control my lights?
 - No, there is no Excellum2 app. To make sure we keep the Personal Control as easy as possible we want to keep it 'hassle free'. We want to prevent that users need to update an app or having to reinstall it when they have changed from device. Using a browser offers a lot more freedom to the users.
There is an easy way to use the Personal Control Software as an app though. You can make a shortcut to the Personal Control webpage on your device so you have an app icon on your desktop. If you then also store your login and password tapping the icon immediately opens the control page of your default zone.

4. How can I create an app 'button' on my device?
 - This depends on your device type (and brand) and the browser you are using. Please consult the help on your device or in your browser to assist you to create a shortcut to the Personal Control software.

5. Why can't I control my lights?
 - In some situations the lights will temporarily be 'overruled'. An example could be when there is an alarm situation or when a building management system has taken over controls for a moment.
Next to that there is also a safety built into the Excellum2 system. If the controllers lose power, all the luminaires connected on the DALI lines will go to their DALI FAIL LEVEL (which is 100% by default).
Please contact your system administrator for an update on the situation in your building.

6. Internet Explorer 11 can't open the Excellum2 software

- Internet Explorer 11 tries to auto detect issues with displaying images or fields of web pages. Unfortunately sometimes this compatibility view makes the wrong assumptions and causes problems rather than solving them.
- To fix this you need to do the following steps:
 1. Go to your IE11 "Extra" menu (Alt-X) (1)
 2. Click on "Compatibility View Settings
 3. Switch off the option to use the compatibility view.

This is mostly needed for local networks (intranet).

